Ride Transit Program
Frequently Asked Questions

Q: What is the Commuter Credits Program?
A: The Commuter Credits is a program designed by the State Road and Tollway Authority (SRTA) that provides alternatives to driving alone during peak periods on Georgia's Express Lanes. This includes both the Ride Transit and Shift Commuter program.

Q: What is the Ride Transit Program?
A: As a part of the Commuter Credits Program, Ride Transit offers incentives to participants to increase their use of ATL Xpress, Gwinnett County Transit or CobbLinc transit routes that travel in Georgia's Express Lanes (I-85 Express Lanes, I-75 South Metro Express Lanes and the Northwest Corridor Express Lanes)**.**

Q: Why participate in the Ride Transit Program?
A: The Ride Transit Program puts money in your Peach Pass toll account when you increase your transit usage. In addition to these toll credits, Ride Transit participants often report less stress and savings on their commuting costs from taking transit.

Q: What incentives are provided for participating in the Ride Transit Program?
A: You can earn $5.00 per additional Express Lanes Transit Day per week, compared to your personal baseline, up to a maximum program total of $150.

Q: What's an Express Lanes Transit Day?
A: Any day in which you ride an eligible transit route in the Georgia Express Lanes (whether you took a one way or round trip it's one transit day) and your Peach Pass transponder was not used in the Georgia Express Lanes between 6:00 AM – 10:00 AM or between 3:00 PM – 7:00 PM ("Peak Hours").

Q: Can I get more than $5 in toll credits in a week?
A: Yes, you'll receive $5 per additional Express Lanes Transit Day above your personal baseline. If you're a new transit rider and take eligible transit routes in the Express Lanes every day, and your transponder is not seen in the Georgia Express Lanes during Peak Hours, then you would earn $25 in toll credits each week up to a program total of $150 toll credits.

Q: How can I participate in the program?

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47 Trinity Avenue, 4th Floor
Atlanta, Georgia 30334-9006
www.peachpass.com

A: You can register online at https://peachpass.com/ridetransit/. To register you must have a valid Peach Pass Toll Personal account, and an unexpired Transit Pass, for example a Breeze Card or Token Transit Mobile account.

Q: Are BancPass customers eligible to participate?
A: No, you must have a Toll Personal Account.

Q: Are toll-exempt vehicles eligible to participate?
A: No.

Q: Are transit customers using mobile ticketing eligible?
A: Yes, Token Transit customers are eligible to participate.

Q: When does the registration period start and end for this program?
A: The registration period for the Commuter Credits 3.0: Ride Transit program opens December 15, 2022 and closes May 15, 2023. You can earn toll credits from the time you register through June 30, 2023.

Q: How many vehicles can I register for the program?
A: If you have multiple transponders on one Peach Pass account you may only register one transponder.

Q: Once I register for the program online, when can I start riding transit and earning toll credits?
A: Within approximately one week of completing the online registration form, you will be notified via email about your start and end dates, as well as your transit usage personal baseline.

Q: How do I earn toll credits?
A: After you complete the online registration form and provide your Peach Pass transponder number and either your Breeze Card serial number or *Token Transit Account ID*, we will handle the rest! With your Breeze Card or *Token Transit Account ID* information, we will monitor your activity and credit your Peach Pass personal toll account weekly.   You'll receive $5 per additional Express Lanes Transit Day relative to your Transit Personal Baseline up to $150 dollars in toll credits. You can earn toll credits during the program period of January 9th to June 30, 2023. Please remember you must ride an eligible transit route in the Georgia Express Lanes, and your Peach Pass transponder cannot be used in the Georgia Express Lanes during Peak Hours.

Q: What is the "Peak Hours" period?

A: 6am to 10am or 3pm to 7pm weekdays.

Q: **What's my "Transit Personal Baseline"?**
A: Your "Transit Personal Baseline" is the average number of express lane transit days per week for the twelve weeks prior to registering. For example, if you ride transit to and from work every Monday and Tuesday over the twelve weeks prior to registering, your Transit Personal Baseline is two transit days. For the purposes of this baseline, your average number of transit days per week will be rounded down to the nearest whole number.

Q: **What transit routes are eligible to participate in the program?**
A: Eligible Xpress routes:
- 410 Sugarloaf Mills to Lindbergh MARTA
- 411/414 Hamilton Mill/Mall of Georgia/Sugarloaf Mills to Midtown
- 412/414 Hamilton Mill/Mall of Georgia to Midtown
- 413 Hamilton Mill /Mall of Georgia to Downtown
- 416 Dacula to Downtown
- 417 Sugarloaf Mills to Perimeter Center
- 430 McDonough to Downtown
- 431 Stockbridge to Midtown
- 432 McDonough/Stockbridge to Downtown
- 480 Acworth/Town Center to Downtown
- 483 Woodstock/Town Center (Big Shanty) to Midtown
- 484 Hickory Grove to Midtown
- 485 Hickory Grove to Downtown
- 490 Canton/Woodstock to Downtown

Eligible Gwinnett County Transit Routes:
- GCT 101 I-985/SR 20 Park and Ride to Downtown Atlanta
- GCT 102 I-85 Indian Trial Park and Ride to Downtown Atlanta
- GCT 103 I-85/Sugarloaf Mills Park and Ride to Downtown Atlanta (Zone 2)
- GCT 103A I-85 Downtown Atlanta to Sugarloaf Mills Park and Ride
- Route 110 – I-85 Indian Trail Park and Ride to the Centers for Disease Control and Emory University

Eligible Cobblinc Routes:
- Route 100 – Busbee Park and Ride in Kennesaw near Town Center Mall to Atlanta via I-75 (limited service from Children's Healthcare Park and Ride)

- Route 101 – Marietta Transfer Center to Atlanta via I-75

Q: How do I figure out which *Xpress,* CobbLinc*,* or Gwinnett County Transit (GCT) route works best for me?

A: Xpress, CobbLinc*,* and GCT have websites designed to help you figure out what route is best based on where you live and where you work. You may also want to try the regional trip planner available from the Atlanta regional Transit Link Authority (ATL).

Q: Where can I purchase a Breeze Card or Token Transit Pass to participate in the program?

A: Purchasing a Breeze Card or Token Transit Pass is simple:
1. Breeze Card:
   - For Online, setup an account **click here**
   - Any Breeze Vending Machine in all 38 rail stations
     Machines are found in all 38 rail stations and accept cash, credit and debit. Machine does not accept denominations greater than $20.
   - MARTA RideStores **-** Five Points and Airport MARTA Stations
2. Token Transit Pass:
   a. You can buy Token Transit passes at https://tokentransit.com/send or download the Token Transit mobile app via Apple Store or Google Play
   b. Use your mobile phone number to create an account and then select Xpress from the list of available agencies.

Q: Do I need a Peach Pass to participate in the Ride Transit Program?

A: Yes, you need a Peach Pass in order to participate in the program. Peach Passes can be obtained online at www.PeachPass.com or by calling the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277). You can also visit our Peach Pass Customer Service Walk-up Centers located at 47 Trinity Avenue, Atlanta, GA 30334 and the Department of Driver Services, Hurricane Shoals location in Gwinnett County.

Q: Where do I find my Peach Pass transponder number or account number?

A: You can find the transponder number on the transponder sticker on your vehicle windshield. See the red circle below. The transponder number is located on the front of the Peach Pass transponder, below the barcode. To find your account number, log into your account via mypeachpass.com or call the Customer Service Center at 1-855-PCH-PASS (1-855-724-7277).

Q: Where can I get a Peach Pass?

A: You can pick up a Peach Pass at one of our walk-up centers at 245 Peachtree Center Ave, in downtown Atlanta and at the Department of Driver Services locations shown below You can also register for a Peach Pass online at www.PeachPass.com or by calling the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277). Once you open a personal toll account, you should receive your Peach Pass within a few days and then you will be able to start the program.

SRTA Headquarters
245 Peachtree Center Ave.
Ground Floor
Atlanta, GA 30303-1224
8 a.m.-5 p.m.
Monday-Friday

Department of Driver Services
310 Hurricane Shoals, NE
Lawrenceville, GA 30046
Open Tuesday through Saturday 8:00 am – 6:00 pm
Saturday – 8:00 am – 12:00 pm
Appointment Only
(visit https://dds.georgia.gov/location/lawrenceville for business hours)

Department of Driver Services
619 Tanger Boulevard
Locust Grove, GA 30248
Open Tuesday through Saturday 8:00 am – 6:00 pm
Saturday – 8:00 am – 12:00 pm
Appointment Only
(visit https://dds.georgia.gov/location/locust-grove for business hours)

Department of Driver Services
3690 Old 41 Highway NW
Kennesaw, GA 30144
Open Tuesday through Saturday 8:00 am – 6:00 pm
Saturday – 8:00 am – 12:00 pm
Appointment Only
(visit https://dds.georgia.gov/location/kennesaw for business hours)

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Q: How can I find the serial numbers on my Breeze card?
A: The serial numbers can be found on the back of the Breeze card. See the red circle below.

Q: What is my Token Transit Account ID number?
A: Your Token Transit Account ID number is the 10-digit phone number used to register with the Token Transit mobile ticketing app.

Q: Can I register more than one transit pass at a time?
A: During this program you can only register one transit pass (Breeze or Token Transit) at a time. Only one pass can be tied to a participant and a Transponder ID at any given time.

Q: What do I do if my transit pass is lost or stolen?
A: If your transit pass has been lost or stolen during the course of the Ride Transit program, you will need to complete a new online registration form and provide a replacement transit pass ID (Breeze card ID or Token Transit ID) in order to continue to earn toll credits.

Q: Can I use a paper transit pass or cash and still participate in the Ride Transit program?
A: No, in order to participate in the program, you will need to use a reloadable Breeze Card or the Token Transit mobile ticketing app. Breeze Cards are accepted on Xpress, CobbLinc, and GCT buses. Xpress and GCT also accept Token Transit.

Q: What do I do if my transit pass expires or runs out of funds?
A: The Ride Transit program requires that you register a reloadable transit fare media – either a Breeze Card (Breeze Tickets are not eligible for the Ride Transit program) or Token Transit ID. When you have used all available fares on a given fare product, you may reload your *Breeze* card or Token Transit app with additional fare products.

- For more information on how the Breeze Card works or how to reload a Breeze card please click on " Breezecard.com".
- For more information on how to use or purchase Token Transit passes please click on link "[Token Transit | Xpress Mobile Ticketing | Xpress (xpressga.com)](http://xpressga.com)"

If your transit pass expires you will need to register your new transit pass via the Ride Transit registration page which can be accessed at https://peachpass.com/ridetransit/.

Q: Do Token Transit Passes Expire?
A. Token Transit passes can expire under certain conditions. All purchased passes that have not been activated will be displayed under "Stored Passes" and can be stored as long as you like. However, if a pass has been activated, that pass will expire once the defined timeframe for the pass (such as monthly or a number of calendar days) has elapsed. Active passes will be displayed under "Passes in Use" and will display a "Time Left" section with time remaining until the pass expires.

Q: Under what conditions do I have to re-enroll in the program?
A: You will need to re-enroll by completing a new online registration form if any transponder IDs, transit pass IDs, or other personal information needs to be replaced in the program registration records (e.g., email address, phone number, etc). If you need assistance with the re-registration process, you may contact Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277).

Q: If I close my Peach Pass account, can my credits get refunded?
A: Credits are not refundable and will expire upon account closure.

Q: I have additional questions. Who can I contact?
A: Please call the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277).

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